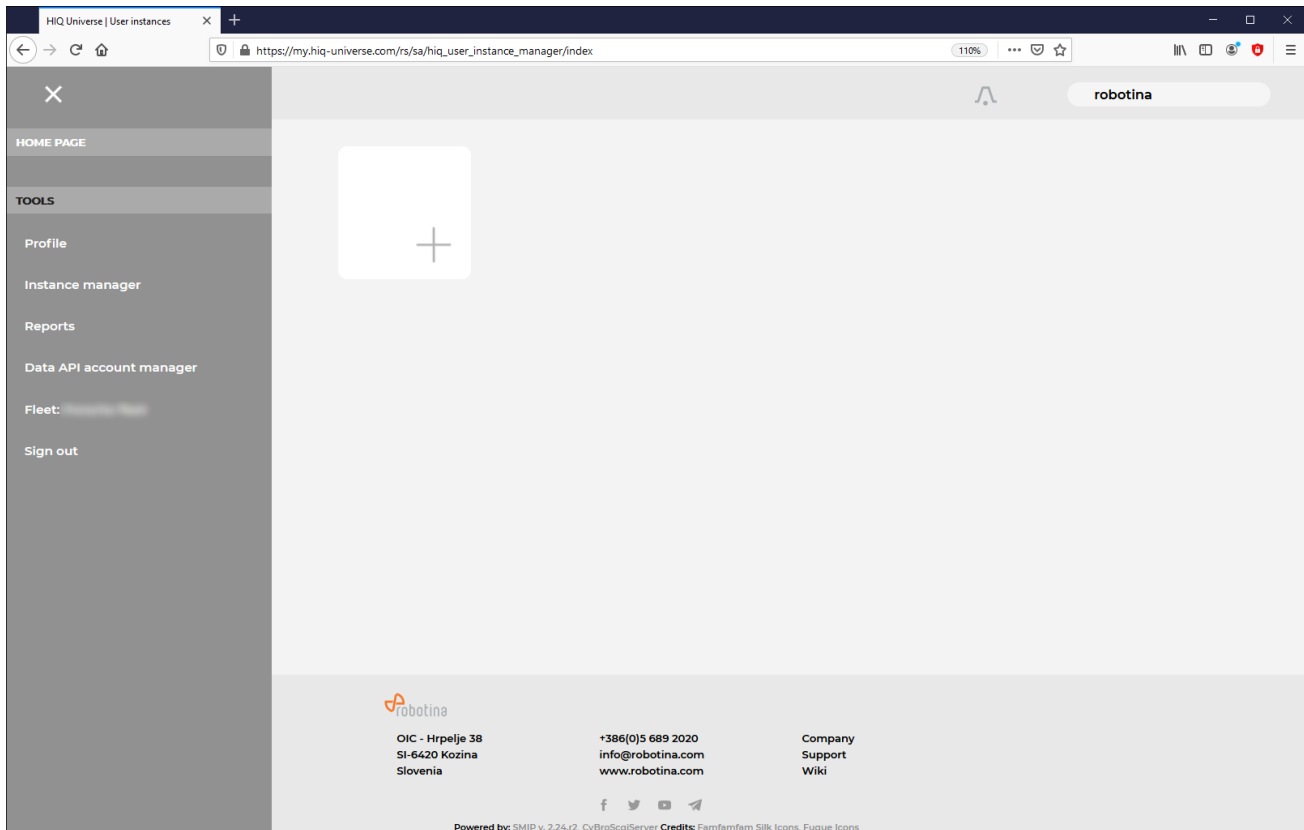


# HIQ UNIVERSE - Service provider

Accounts with access level of service provider have additional fields available:

- Instance manager
- Data API account manager
- Fleet manager

## Side menu

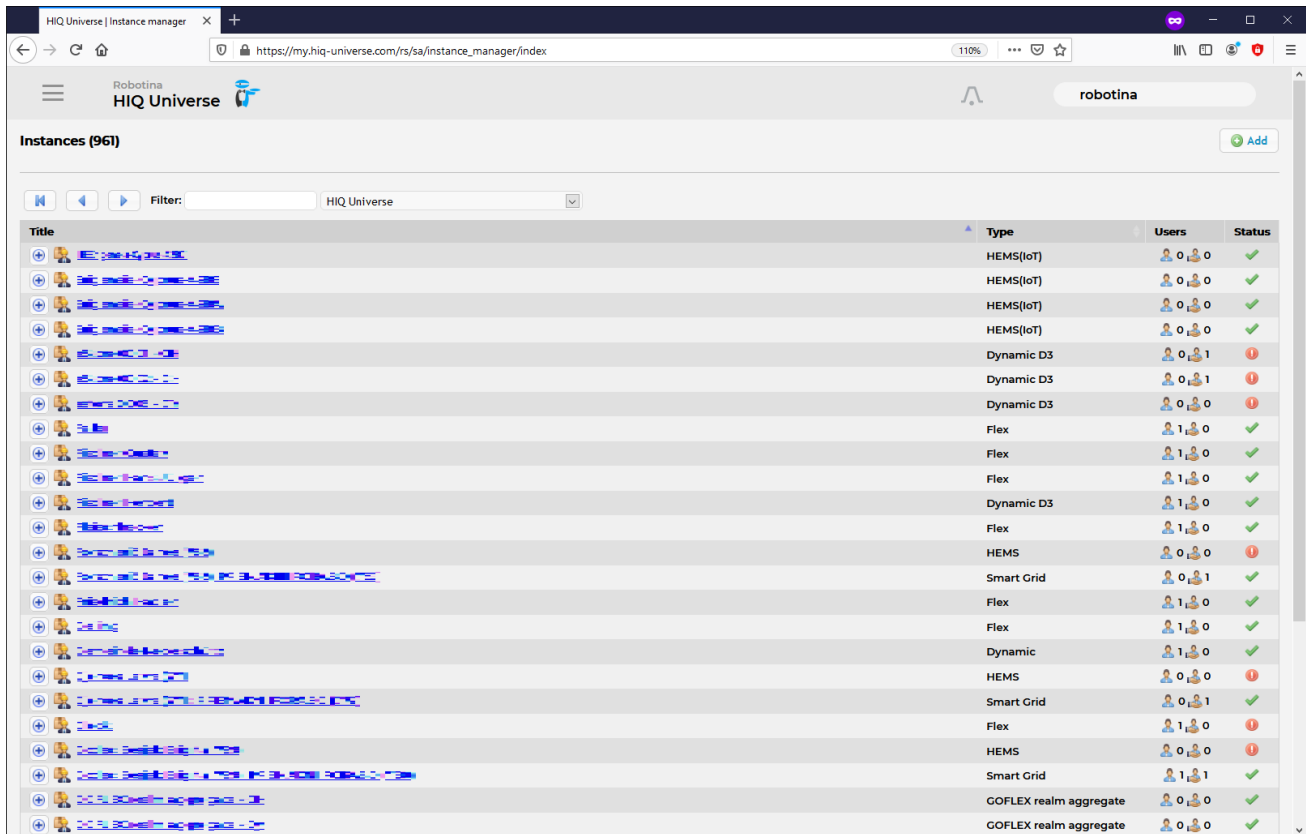


Side menu is activated by clicking menu icon (three horizontal lines at top-left). Menu items are dynamically created so they can be different for each service provider:

- **Home page** → section with all your subscribed HIQ Universe devices and services
- **TOOLS** → section with general site tools
  - Profile
  - Instance manager → ["Overview of installed systems"](#)
  - Reports
  - Data API account manager → ["API key management"](#)
  - Fleet manager → ["Aggregation and overview of service providers installed systems"](#)
  - Sign out

## Overview of installed systems

Last update: 2021/04/07 12:53 en:hems\_v1\_2\_0:universe\_service\_provider http://wiki.hiq-home.com/doku.php?id=en:hems\_v1\_2\_0:universe\_service\_provider&rev=1617800000



The screenshot shows the 'Instances (96)' page in the HIQ Universe Instance Manager. The interface includes a search bar with the filter 'HIQ Universe' and a table of instance details. The table has four columns: Title, Type, Users, and Status. The instances are listed with their respective types and user counts, along with status indicators (green checkmarks for active and red exclamation marks for issues).

Title	Type	Users	Status
...	HEMS(IoT)	0	✓
...	HEMS(IoT)	0	✓
...	HEMS(IoT)	0	✓
...	HEMS(IoT)	0	✓
...	Dynamic D3	1	!
...	Dynamic D3	1	!
...	Dynamic D3	0	!
...	Flex	0	✓
...	Flex	0	✓
...	Flex	0	✓
...	Dynamic D3	0	✓
...	Flex	0	✓
...	HEMS	0	!
...	Smart Grid	1	✓
...	Flex	0	✓
...	Flex	0	✓
...	Dynamic	0	✓
...	HEMS	0	!
...	Smart Grid	1	✓
...	Flex	0	!
...	HEMS	0	!
...	Smart Grid	1	✓
...	GOFLEX realm aggregate	0	✓
...	GOFLEX realm aggregate	0	✓

The screenshot shows a web browser window with the URL [https://my.hiq-universe.com/rs/sa/instance\\_manager/index](https://my.hiq-universe.com/rs/sa/instance_manager/index). The page title is "HIQ Universe | Instance manager". The main content area is titled "HEMS(iot)" and has two tabs: "Basic details" (selected) and "Users' details". There are "Edit" and "Delete" buttons at the top.

**Basic information**

- Identification: [Colorful bar]
- Realm: [Colorful bar]
- Time zone: [Colorful bar]
- Ping time: [Colorful bar]
- Created: Sep 30, 2020 11:40:25 AM CEST
- Modified: Oct 10, 2020 01:32:54 PM CEST
- Last accessed: Oct 10, 2020 12:30:29 AM CEST

**Connections**

This instance does not have any connection.

**Instance parameters**

user_menu	[Colorful bar]
IoT Linker serial number	[Colorful bar]
Scripts Enabled	false
HEMS version	HEMS2
location_name	time_on_site
location_latitude	?
location_longitude	?
Description	
Maximum daily power (kW)	5
Maximum daily energy (kWh)	40
Maximum monthly energy (kWh)	500
Maximum production or consumption (W)	1000
Currency	EUR
Maximum daily value (EUR)	3
Maximum monthly value (EUR)	15
Maximum price (EUR)	1
icon	hems_ikona
Type label	HEMS
orig_var	1

**Instance controllers**

Controller name	Ping time
[Colorful bar]	Error

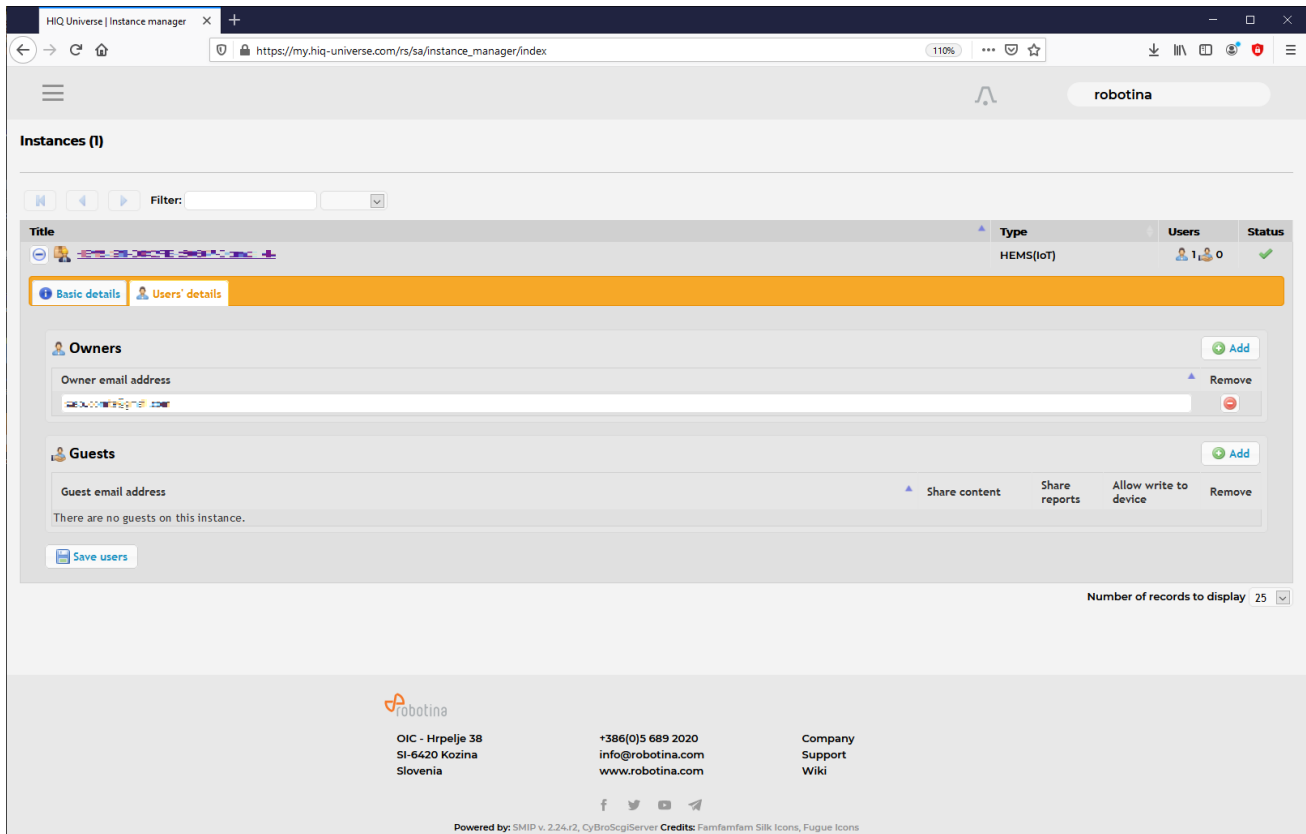


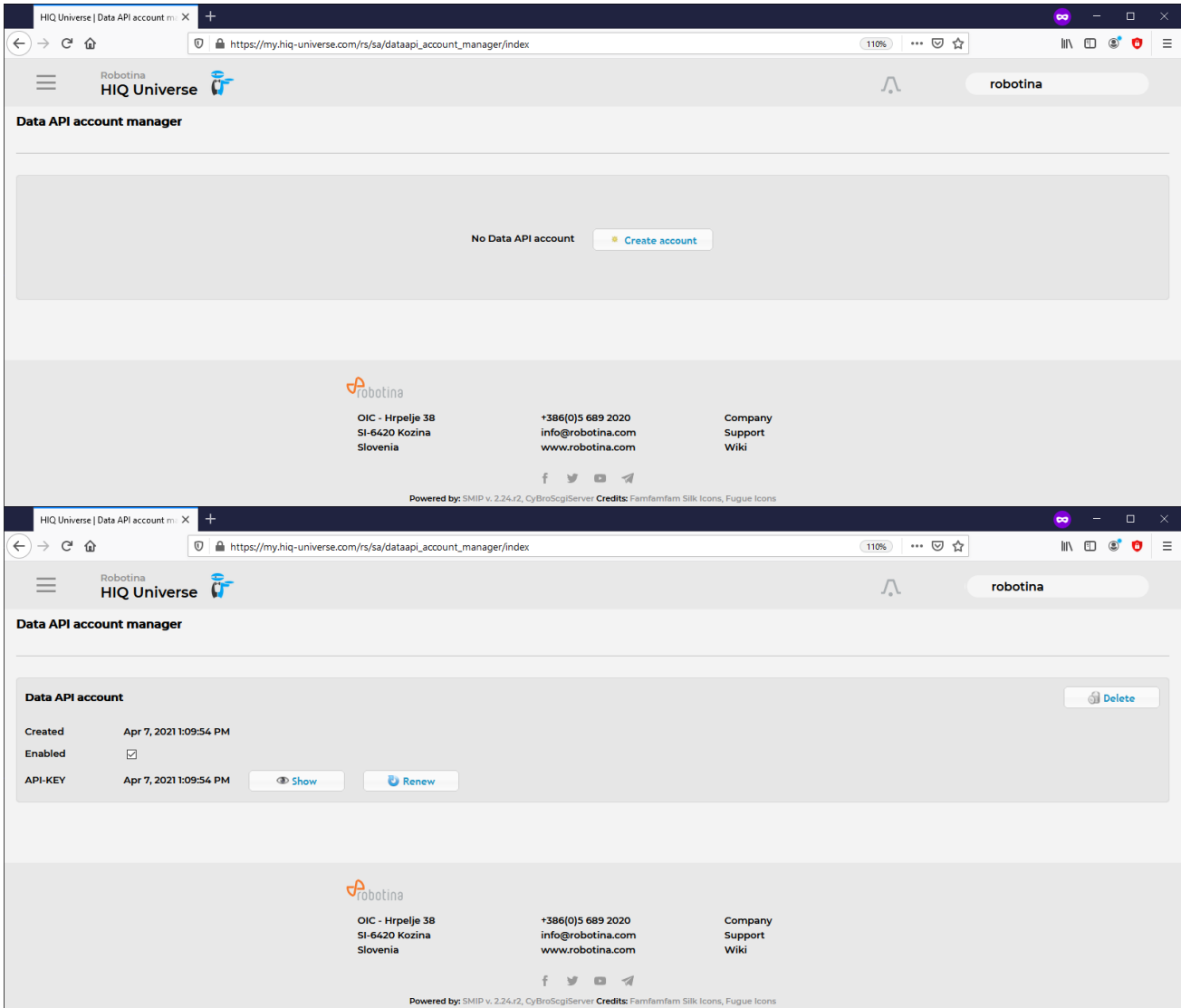
Table shows all installed systems by the service provider and their additional info:

- Name
- Type
- Users
- Status

Clicking on the instance name will take you to instance home page as seen by end users. Clicking on the plus sign displays additional instance info:

- **Basic details** with information and instance parameters parameters that can be edited
- **User's details** with overview of owners and guests with option for adding or removing

## API key management



An application programming interface key (API key) is a unique identifier used for calling program with an API.

Clicking on Create account will create a new Data API key that can be renewed or deleted.

## Aggregation and overview of service providers installed systems

Instance	SN	Is online	Online status changed	Linker online (last day in seconds)	Last reboot	Linker SW ver	Types version	Init Phase	CPU Temperature	MEM Available	Unpublished messages	et	MC	Last MC online	Prog MC	Documentation	DR Status
	3440+25D	1	2021-04-07 06:41:28	86249	2021-04-06 12:34:51	10.31	1.5	4	68	475	0	2021-04-07 13:35:25	30529	2021-04-07 13:40:25	113	["VANILLA":"0003", "SYSUP-0007":"2020-06-05", "SYSUP-0015":"2020-06-05", "SYSUP-0016":"2020-06-05"]	0
	3440+25E	0	2021-04-01 07:25:48	0	2021-03-30 12:49:11	10.31	1.5	4	58	511	0	2021-04-01 07:19:32	30525	2021-04-01 07:24:32	1-1-1	["VANILLA":"0003", "SYSUP-0007":"2020-06-05", "SYSUP-0015":"2020-06-05", "SYSUP-0016":"2020-06-05"]	0
	3440+25B	0	2021-04-06 12:44:26	44054	2021-04-01 09:10:08	10.31	1.5	4	62	469	0	2021-04-06 12:10:37	30528	2021-04-06 12:10:37	1-1-1	["VANILLA":"0003", "SYSUP-0007":"2020-06-05", "SYSUP-0015":"2020-06-05", "SYSUP-0016":"2020-06-05"]	0
	3440+25C	1	2021-04-07 05:56:36	86400	2021-03-09 17:04:37	10.41	1.5	4	59	383	0	2021-04-07 13:34:41	30549	2021-04-07 13:39:41	113	["VANILLA":"0003", "SYSUP-0007":"2020-06-05", "SYSUP-0015":"2020-06-05", "SYSUP-0016":"2020-06-05"]	0
	3440+25A	1	2021-04-07 11:38:06	86245	2021-04-06 12:15:57	10.36	1.5	4	59	533	0	2021-04-07 13:36:27	30546	2021-04-07 13:41:27	113	["VANILLA":"0003", "SYSUP-0007":"2020-06-05", "SYSUP-0015":"2020-06-05", "SYSUP-0016":"2020-06-05"]	0

Aggregation and overview or so called fleet is a section where all relevant data from installed

systems is collected and displayed. This section can vary amongst providers as the interface can be modified to suit the needs of individual service provider.

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Last update: **2021/04/07 12:53**

